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ఆంధ్రప్రదేశ్ రాజపత్రము

THE ANDHRA PRADESH GAZETTE

PUBLISHED BY AUTHORITY

PART I EXTRAORDINARY

No.238 AMARAVATI, WEDNESDAY, MARCH 28, 2018 **G.1189**

NOTIFICATIONS BY GOVERNMENT

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FINANCE DEPARTMENT
(IT)

COMPREHENSIVE FINANCIAL MANAGEMENT SYSTEM (CFMS) - ESTABLISHMENT OF SERVICE DESK / HELP DESK - NOTIFICATION OF PROCESS AND PROCEDURES.

[G.O.Ms.No.40, Finance (IT), 17th March, 2018.]

Read the following :

1. G.O.Ms.No. 21, Finance (IT) Department, Dated : 06-02-2018.

*****

In an effort to establish state-of-the art IT applications for effective Public Finance Management, the Government has decided to establish a Comprehensive Financial Management System (CFMS), which would provide seamless and dynamic interface with all stakeholders and facilitate effective financial management.

Finance Department is in the process of operationalizing the Comprehensive Financial Management System (CFMS), which is being implemented on the SAP back-bone. Andhra Pradesh Centre for Financial Systems and Services (APCFSS) has already been assigned as the nodal agency for undertaking the end to end tasks of this implementation and continued support and maintenance of this application. As part of this, APCFSS is entrusted to undertake co-ordination with SAP, the Systems Integrator for CFMS, and with other 3rd party vendors and various government departments who are the stakeholders. Further, APCFSS is also entrusted with various responsibilities associated with the maintenance of CFMS and were asked to develop, implement and maintain a robust sustenance plan.

Vide the GO cited above, Government has accorded administrative sanction to APCFSS for setting up the Help Desk/Service Desk to support the CFMS implementation in the short and long run leveraging the ServiceNow platform and their partner M/s. Volteo Technology Solutions Private Limited to be governed by the MOU between APCFSS and Finance Department. APCFSS will be the nodal agency for overseeing the operations and functioning of the Help Desk/Service Desk along with the CFMS implementation, sustenance and continuous improvements. Therefore, in preparation for the launch of CFMS, APCFSS has requested the Government to issue necessary guidelines and detail the process/procedure for the operations of the Help Desk/Service Desk, so that all the users/stakeholders engage with and avail the services of the Help Desk/Service Desk in an effective and efficient manner.

Government after careful examination is hereby according permission to the CEO, APCFSS to operationalize the Help Desk/Service Desk as per the procedures and processes outlined hereunder below and also as detailed in the User Manual provided as Annexure herewith. The relevant service level agreements for the issue resolutions will be published by the CEO, APCFSS on the website of CFMS.

The objectives and operational procedures for the CFMS Service Desk/Help Desk are as outlined below:

- ***Objective:***

  CFMS Help Desk/Service Desk shall provide 24X7 support to the CFMS users and stakeholders to address their issues, grievances, and problems. The tool will provide end to end service for the issues/problems - generate tickets and track them through the process of resolution. It also provides knowledge base to facilitate users understand the processes and provide self-explanatory solutions to various doubts, the users may get while using the system.

- ***Operational Procedure:***

  The following steps are outlined to define the overarching operational process:

  - *Registration of Users*: Users may register themselves with Service Now to create their User Credentials. However, the users can raise tickets without registration. The system automatically creates the user credentials while creating first ticket by any user, in case if they do not have user credentials.
  - *Ticket Creation:*
    - Without logging in with User Credentials: The user can directly logon to https://apcfss.service-now.com and select "generate a ticket" option. Once the form provided there in is filled, the ticket number will be generated.
    - By Logging in to the application: The user should logon to https://apcfss.service-now.com. The user should select the option "LOGIN" and fill in the form to generate a ticket.

- By e-mail: The user can send a mail stating the details of the grievance/ issue to cfmshelpdesk@apcfss.in or cfmshelpdesk@apfinance.gov.inThe helpdesk associates shall attend the mails and provide clarification, if there is any issue in the grievance, they will generate a ticket and communicate the ticket number.
- By Calling the Help Desk through phone number: The users can make a telephone call to 0866-2884000. The tele-callers shall attend the call and provide clarification to the queries. If the issue is not resolved, a ticket will be created on behalf of the user and provide the ticket details to the user.

▪ *Track a Ticket:*

- The users can track their ticket status by logging into helpdesk system with their credentials or directly from the website.

▪ *Closing a ticket:*

- The helpdesk associates shall resolve the issue and update it in helpdesk system. The user automatically gets an SMS and e-mail to the registered mobile number and e-mail address respectively. The user has to close the ticket if the issue is resolved or re-open, it if the issue is still pending or partly resolved.

▪ *Knowledge base:*

- A knowledge base consisting of the details of various processes and the procedure in CFMS will be provided in helpdesk.

▪ *Frequently Asked Questions:*

- An FAQ bank is provided in helpdesk to make the users empowered in using CFMS system.

All the users are requested to make use of the above services to resolve the issues they encounter, if any, in the process of using CFMS system.

HEMA MUNIVENKATAPPA,
Special Secretary to the Government.

ANNEXURE-I

HELP DESK USER GUIDE – END USERS

User Registration through Portal

Any user can register with the system through APCFSS portal

Navigate to https://apcfss.service-now.com/apcfss portal, where user can do self-registration.



Clicking on "Register" will open a new form, where user can fill required details to register. Ensure you select the appropriate User Type. Click on "**Submit Request**" to get registered.

User Registration

User Type* ---Select---

Mobile Number Mobile Number

Please enter a 10 digit mobile phone number.

Email Email

District District

Mandal Mandal

Security Code I'm not a robot reCAPTCHA Privacy - Terms

Submit Request

Once the user is registered with the system, he/she can login with the "user name" and "password" which are sent to mobile/email by clicking on the same link (click here) mentioned above.

User Login to Portal

Any user can login into the system through APCFSS portal.

Navigate to https://apcfss.service-now.com/apcfss portal.



Clicking on “Login” will open a new form (as shown below) where user can fill login credentials which were sent to mobile/email at the time of registration, and click on “**Submit Request**” to get into the system.

Better Systems
For Better
Governance

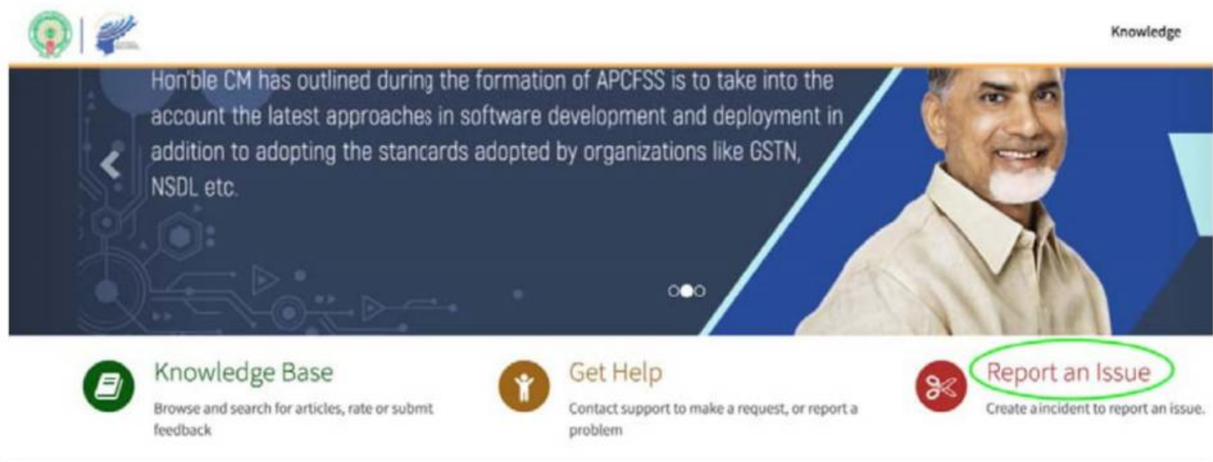
Login
User name
Password
Remember me
Login
Forgot Password

Create Service Request (Logged-In Users):

Navigate to APCFSS ServiceNow portal- https://apcfss.service-now.com/apcfss

Login with the provided details sent to your Email/SMS.

Click “**Report an issue**”



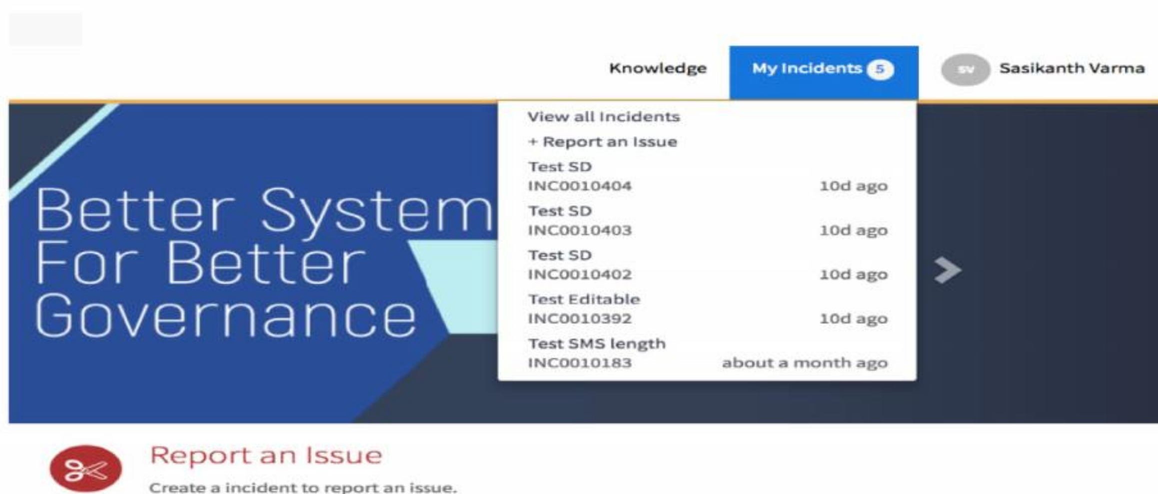
Fill out the necessary information:

- **GROUP, CATEGORY AND SUB-CATEGORY** - Defines the classification of the issue. After selecting the Group, select the Category and then Sub-Category, if applicable.
- **DESCRIPTION** - A brief description of the issue by facing the user.
- **ADDITIONAL INFORMATION** - Detailed explanation of the issue.

Click on **Submit**

Track the status of Service Request (Logged-in Users)

To view already created Service Requests, click on 'My Incidents'



User will be able to see all the service requests (incidents) that was raised by themselves, by clicking on "**View all Incidents**" under "**My Incidents**" tab on portal as shown above.

Once you click on the Incident, you will notice the details and current status as follows.

Test SD

Type your message here... Send

Harish
just now
We are looking into the issue. We will get back to you shortly. Appreciate your patience.

Sasikanth Varma
3m ago
May I know the status of this request?

Sasikanth Varma
12d ago
INC0010402 Created

Start

Sessions
Harish
viewing

Agent working on this Incident: Harish

Number INC0010402
State In Progress
Priority 3 - Moderate
Created 12d ago
Updated just now

Options

District Visakhapatnam
Mandal Visakhapatnam (Rural)
Short Description Test SD
Description Test D

Location

Attachments
Drop files here

Create Service Request (without Login):

User can submit a Service Request (incident) without logging into the system.

Navigate to https://apcfss.service-now.com/apcfss, where user can create/track a service request.

Click on "**Create Service Request**" on the header to create a new Service Request.



This will open a new form (as shown below) where we can fill out the necessary information and click on "**Submit**"

Create Service Request

User Type* ---Select---
Mobile Number Mobile Number
Please enter a 10 digit mobile phone number.
Email Email
District* District
Mandal* Mandal
Group Group
Category Category
Sub-Category Sub-Category
Short Description* Short description
Description* Description
File Choose Files No file chosen
Security Code I'm not a robot reCAPTCHA Privacy - Terms
Submit

Fill out the necessary information in the form:

- **User Type**- Type of user who raised the issue. There will be a dropdown with types as shown in the image below

User Type* ---Select--- Citizen Employee Vendor Banker Pensioner Others
bile Number
Email

- **Mobile Number - Mobile Number of the user who raise the request.**
  Note: If there is already a User with the given mobile number (or User ID). Some information like First name and Last name will be auto populated stating user already exists in the system.
- **District**- Name of the District, where the issue occurred.
- **Mandal**- Name of the Mandal, where the issue occurred.
- **Group, Category and Sub-Category** - Defines the classification of the issue. After selecting the Group, select the Category and then Sub-Category, if applicable.
- **Short Description** - A brief description of the issue.
- **Description** - Detailed explanation of the issue.

Click "**Submit**"

This will do two things:

1. Creates a user record if not exists already in the system.
2. Creates a Service Request and inform the user with the related information.

Track the status of Service Request (without Login)

Pre-requisite : User should be aware of an incident number for tracking.

Any user can track an incident without logging into the system.

Navigate to https://apcfss.service-now.com/apcfss where user can create/track a service request.



Click on "**Track Service Request**" on the header.

This will open a new form, where we can put the incident number and click on "**Submit**" to get the current status of the incident.

Track Service Request

Incident Number

Security Code

I'm not a robot

Submit

Add additional Information to Service Request

Logged in User can add additional information after opening an incident.

User can upload attachments and add more information as shown in below image.

Knowledge My Incidents aishwarya
Home > Ticket Form
Search
top up for Mines & Geology e-permit
Type your message here...
Send
Guest
INC0010061 Created
Start
Sessions
Guest
viewing
Your request has been submitted
Number INC0010061
State New
Priority 4 - Low
Created 7d ago
Location
Attachments
Drop files here

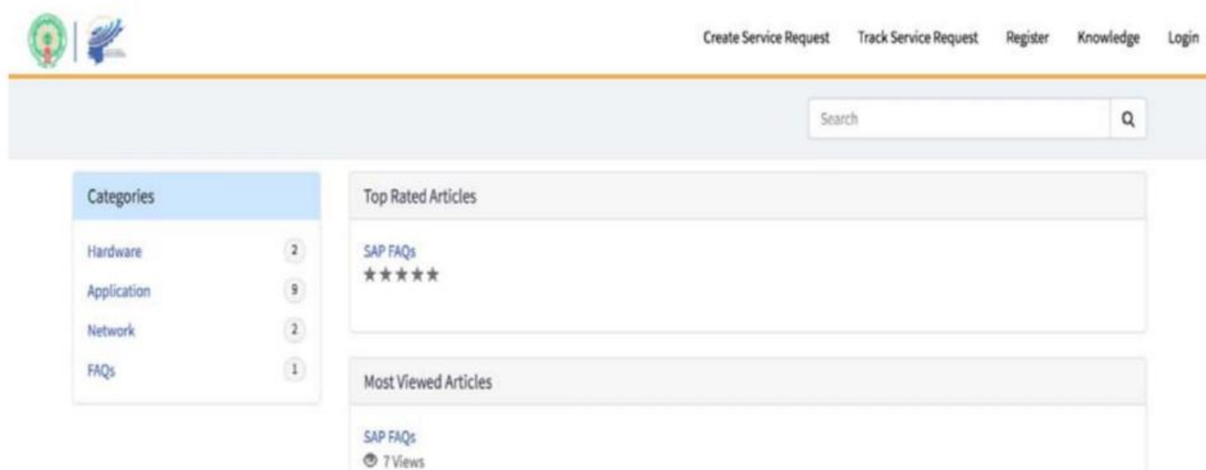
Find Knowledge Articles

User can read the knowledge articles that are provided by APCFSS through the Portal.

Navigate to https://apcfss.service-now.com/apcfss where user can read knowledge articles.



User will be able to see all the knowledge articles category wise as shown in the image below.



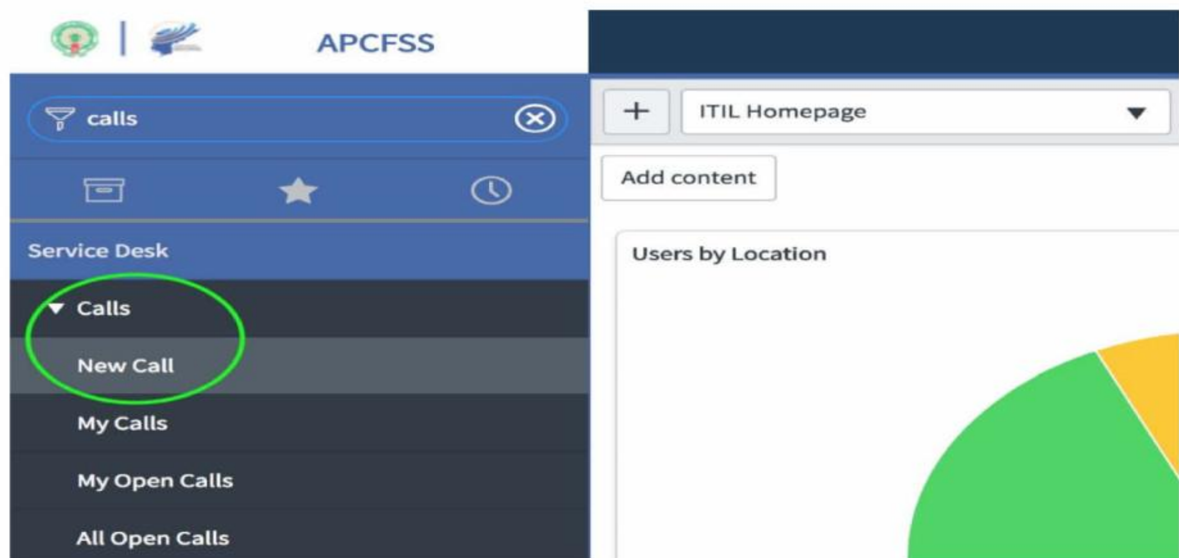
ANNEXURE-II
HELP DESK USER GUIDE – EMPLOYEES

Create New Call

Helpdesk users can create a call (Record in the system) and quickly capture basic information from a user contact.

Helpdesk user can then decide if the call is an incident (Service Request) or a simple enquiry.

Accordingly, the **New Call will be created by L1 (Help desk) user who receives Call/Email/Chat from Caller (One who reports the issue).**



To create a call record, type 'New Call' in the left navigation bar and click on "New Call" module under "Calls" application menu.

Call
New record
Submit

Number	CALL0001391	Impact	-- None --
* Caller Type	-- None --	Urgency	-- None --
Caller		Contact type	Phone
* District		* Call type	-- None --
* Mandal		Opened	16/02/2018 16:42:30
Group	-- None --	Opened by	Sasikanth Varma
Category	-- None --		
Sub-Category	-- None --		
* Short description			
* Description			
Comments			

Fill out the necessary information in the new call form:

- CALLER TYPE - Type of user who raised the issue
- CALLER - User who raised the issue.
- DISTRICT- Name of the District, where the issue occurred.
- MANDAL- Name of the Mandal, where the issue occurred.
- GROUP, CATEGORY AND SUB-CATEGORY - Defines the classification of the issue. After selecting the Group, select the Category and then Sub-Category, if applicable.
- IMPACT - How large the interruption is to the business area(s), can be measured as "1-High, 2-Medium and 3-Low"
- URGENCY - How quickly the incident needs to be resolved, can be measured as "1-High, 2-Medium and 3-Low"
- PRIORITY - Sequence in which the incident should be resolved,Priority of the ticket will be calculated based on the selected 'Urgency' and 'Impact'
- CONTACT TYPE - Mode of communication for the creation of ticket, possible modes are"Phone, Email, Self-Service, Walk-in and Chat"
- CALL TYPE - Select whether it is an incident or a general enquiry
  Note: Selecting incident and submitting call, will automatically create ticket(Incident).
- SHORT DESCRIPTION - A brief description of the issue.
- DESCRIPTION - Detailed explanation of the issue.

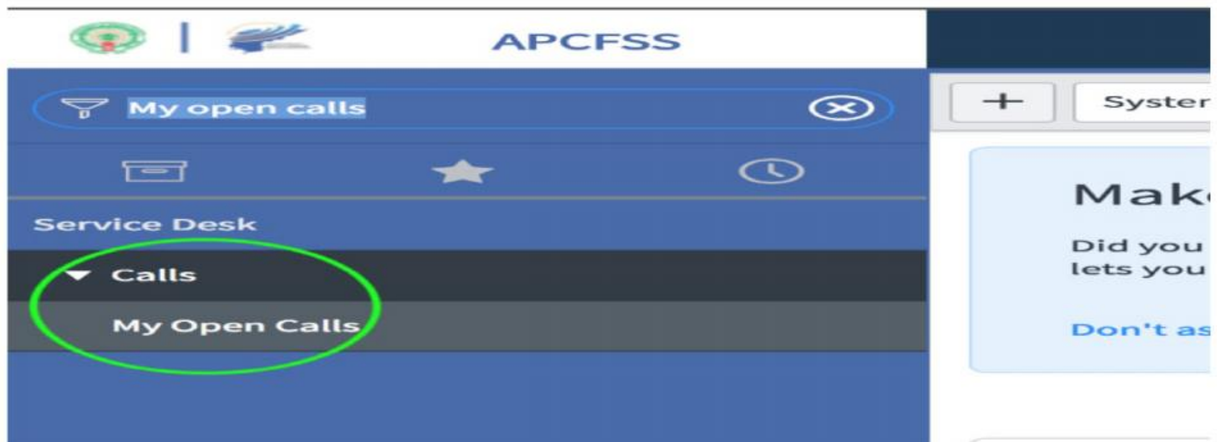
***Note**: "Opened by" and "Opened" will be auto-populated with the time of call creation and user who creates the call.*

Click on "**Submit**" button, to save the provided information.

Open Calls created by user:

Type "My Open Calls" in the left navigation bar, and click on "My Open Calls" under "Calls".

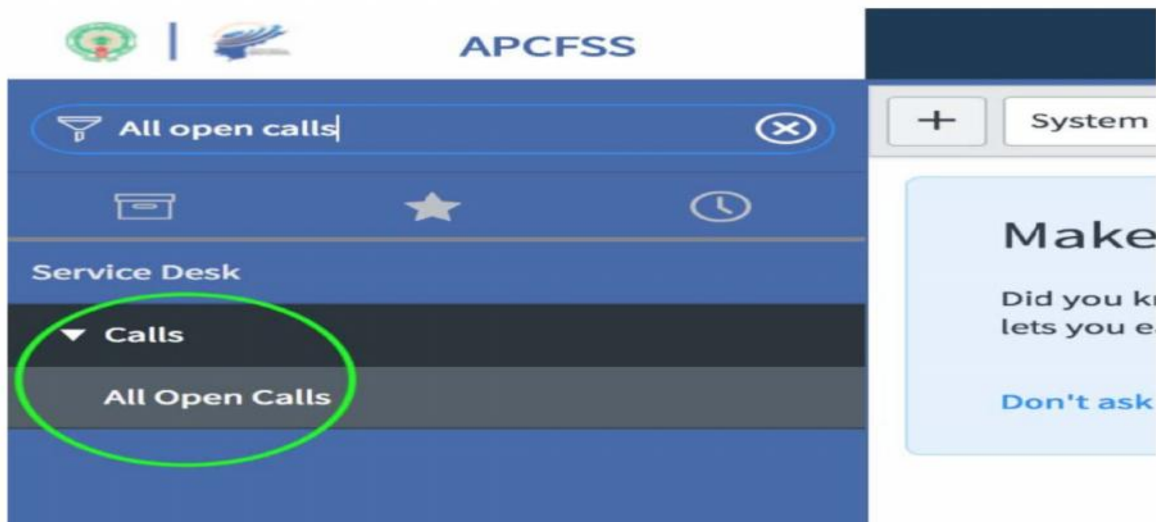
A list of all open calls that are created at or after the end of last month by user, will be shown as below:



Open All Calls

Type "All Open Calls" in the left navigation bar, and click on "All Open Calls" under "Calls".

A list of all open calls that are created at or after the end of last month will be shown as below:



Navigate to related Service Request/Ticket from call

***Note**: In ServiceNow Terminology **Ticket** is analogous to **Incident**.*

Open any call and scroll down to the related list named "Incidents".

Call
CALL0001003

Short description: Test Budget Incident

Description: Test Budget Incident DEscription

Knowledge results

Update Delete

Incidents (1) | Tasks by Same Company

Incidents New Go to Number Search 1 to 1 of 1

Source(Call) = CALL0001003

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group
INC0010005	10/01/2018 15:12:08	Test Budget Incident	Nitin Parepalli	2 - High	New	CFMS	Budget L2

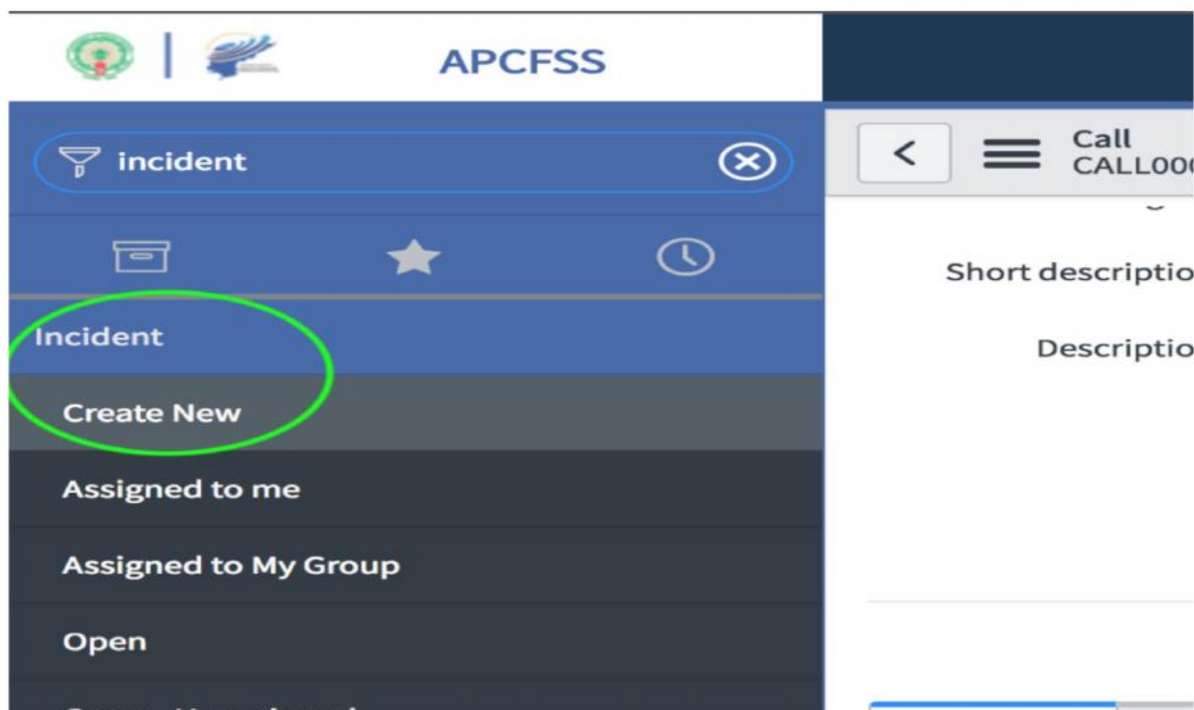
Actions on selected rows... 1 to 1 of 1

Create Service Request/Ticket (Logged In ITIL Users):

Go to APCFSS ServiceNow Instance- https://apcfss.service-now.com/

Login with the provided details - check Email/SMS

Type "Incident" in the left navigation bar and click 'Create New'.



Fill out the necessary information in the Incident form:

- CALLER - User who raised the issue.
- DISTRICT- Name of the District, where the issue occurred.
- MANDAL- Name of the Mandal, where the issue occurred.
- GROUP, CATEGORY AND SUB-CATEGORY - Defines the classification of the issue. After selecting the Group, select the Category and then Sub-Category, if applicable.
- IMPACT - How large the interruption is to the business area(s), can be measured as "1-High, 2-Medium and 3-Low"
- URGENCY - How quickly the incident needs to be resolved, can be measured as "1-High, 2-Medium and 3-Low"
- PRIORITY - Sequence in which the incident should be resolved,Priority of the ticket will be calculated based on the selected 'Urgency' and 'Impact'
- ASSIGNMENT GROUP - Group of agents/users who are designated to work on the specific issue. It will be populated automatically based on the selected Group, Category and Sub-Category.(Currently, auto assignment of group has only been done for Budget and Receipt issues).
- SHORT DESCRIPTION - A brief description of the issue.
- DESCRIPTION - Detailed explanation of the issue.

Incident
New record

Submit Resolve

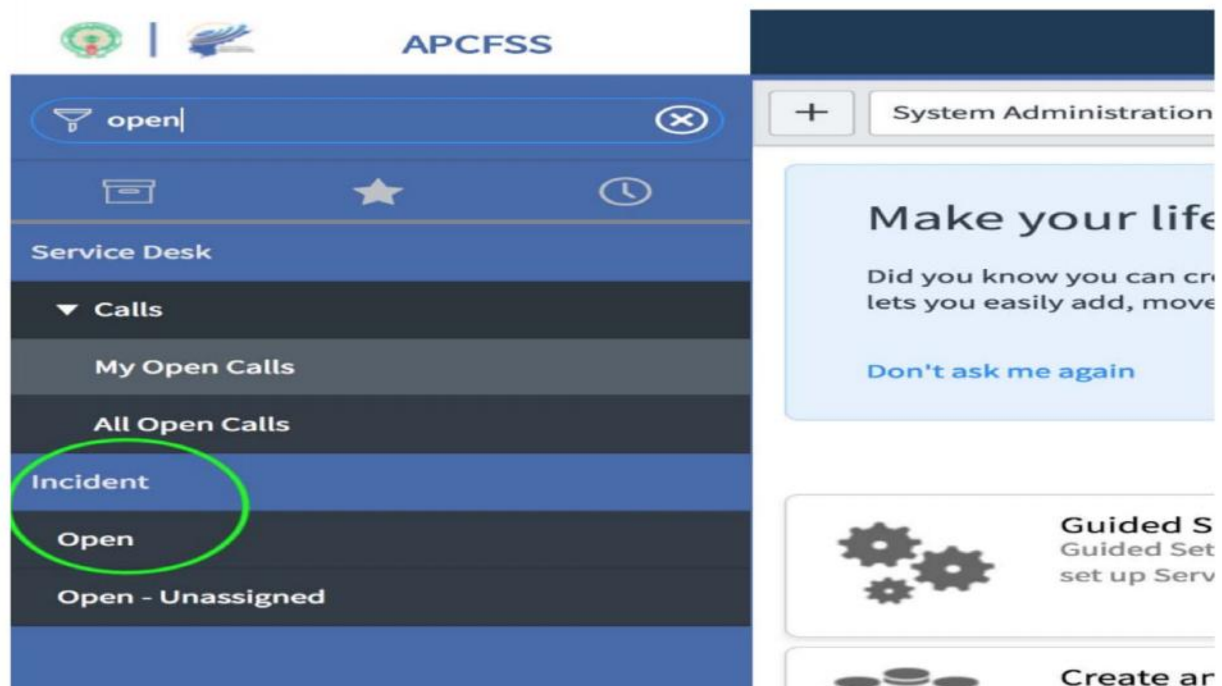
Number	INC0010237	State	New
* Caller		Sub State	-- None --
District		Reopen count	0
Group	-- None --	Vendor Ticket Number	
Category	-- None --	Impact	3 - Low
Sub-Category	-- None --	Urgency	3 - Low
Contact type	-- None --	Priority	5 - Planning
		Assignment group	
		Assigned to	

* Short description

Description

Click on **Submit** which is on the top right corner of the header after filling the above information.

To view the created tickets, navigate to 'Incident → Open'

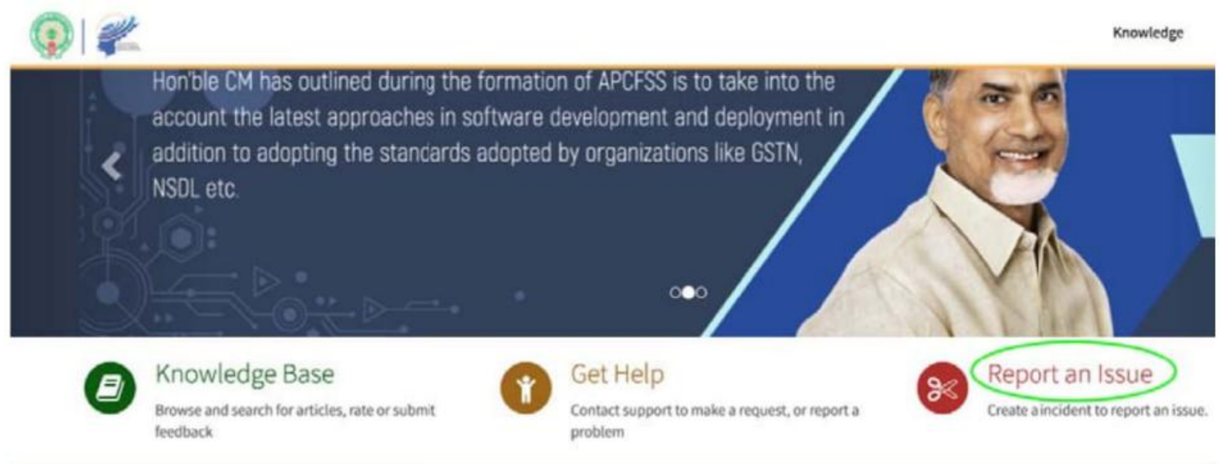


Create Service Request/Ticket (Logged In Non-ITIL Users):

Go to APCFSS ServiceNow Instance- https://apcfss.service-now.com/

Login with the provided details - check Email/SMS

Click "Report an issue"

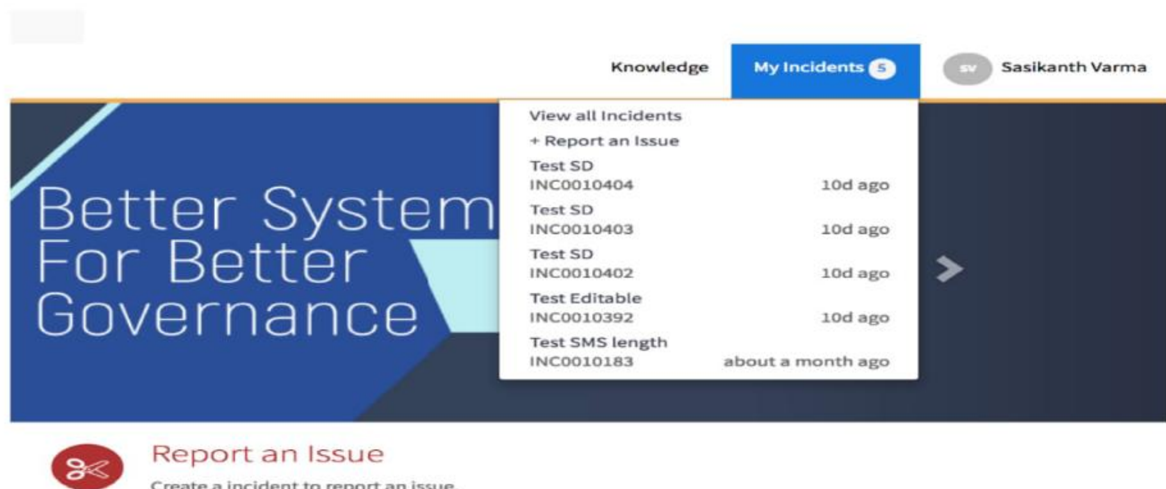


Fill out the necessary information:

- **GROUP, CATEGORY AND SUB-CATEGORY** - Defines the classification of the issue. After selecting the Group, select the Category and then Sub-Category, if applicable.
- **DESCRIPTION** - A brief description of the issue.
- **ADDITIONAL INFORMATION** - Detailed explanation of the issue.

Click on**Submit**

To view the created ticket, click 'My Incidents'



User will be able to see all the tickets that was raised by self, by clicking on "**View all Incidents**" under "**My Incidents**" tab on portal as shown above.

Once you click on the Incident you will notice the details and current status as follows.

Test SD

Type your message here... Send

Harish
just now
We are looking into the issue. We will get back to you shortly. Appreciate your patience.

Sasikanth Varma
3m ago
May I know the status of this request?

Sasikanth Varma
12d ago
INC0010402 Created

Start

Sessions
Harish
viewing

Agent working on this Incident: Harish

Number INC0010402
State In Progress
Priority 3 - Moderate
Created 12d ago
Updated just now

Options

District Visakhapatnam
Mandal Visakhapatnam (Rural)
Short Description Test SD
Description Test D

Location

Attachments
Drop files here

Find Knowledge Articles

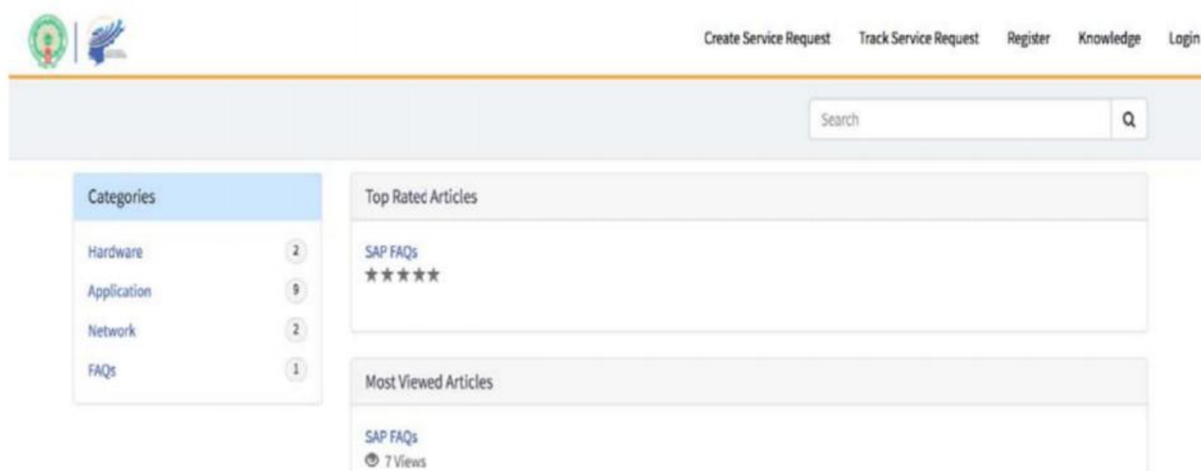
User can read the knowledge articles that are provided by APCFSS through the Portal.

Navigate to https://apcfss.service-now.com/ portal, where user can read knowledge articles.



Create Service Request Track Service Request Register Knowledge Login

User will be able to see all the knowledge articles category wise as shown in the image below.



--END--